

Relating, Influencing & Negotiating



In a Nutshell

Meaningful connections with others and effective and constructive communication are fundamental to influencing others and negotiating agreements which endure and which strengthen relationships.

Relating, Influencing & Negotiating is a facilitated learning package which can be tailored to client needs.

The **core** of the package includes:

- Two days of face-to-face interactive delivery (can be split into two one-day sessions for in-house delivery)
- Pre-consultation for in-house sessions to tailor content and resources to the needs of participants
- A comprehensive resource pack

Potential **expansions** include:

- An additional day focused on grounding learning through case study analysis, scenarios and role plays
- An additional day focused on cross-cultural communication and application e.g. Australian Indigenous or Māori culture
- A follow-up advanced session of one to two days after 3 to 6 months to deepen learning and reinforce application
- Post-session coaching and mentoring to enhance application of learning

Interactive delivery is by facilitators who have demonstrated skills in training and learning support, and sound experience in the practices of influencing and negotiating.

Connected Opportunities

Relating, Influencing & Negotiating is one of the Practical Skill Sets & Understandings for the development program:

Out in Front: The Way of the Facilitative Leader

Out-in-Front.com.au

Clients of our training are eligible to receive **discounts on facilitation services**.

Participants who complete the practical skill sets may be eligible to receive a certificate of attendance at **ToP Facilitative Leadership Program** Module 5 Principled Influencing & Negotiating.

This Module is nationally accredited at postgraduate level as part of the award 52326 **Vocational Graduate Diploma of Facilitative Leadership**.

Completion of the ToP Facilitative Leadership Program is a requirement for being assessed as a

Certified ToP Facilitator.

Both of these professional pathways are offered by the

ToP Global Institute for Facilitative Leadership.

See ToP-GIFL.com

Learning Outcomes

As a result of the Program, each participant will have developed:

New capacities

- New insights and perspectives on human differences and underlying dynamics of human processes
- New understandings about how these result in difference, disagreement and conflict
- New skills and tools to bridge differences, build cooperative relationships, and develop agreement and commitment.

Practical application

- The ability to apply new learning, as a leader/ facilitator of process, or as a participant in process, from one-to-one interactions to larger groups
- Enhanced confidence to engage with diverse parties and situations to manage disagreement and conflict towards creative and constructive outcomes

Strengthened engagement & relationships

- Strengthened relationships with peers, colleagues and others through sharing of practical experience and engagement in exercises which assist participants to become a resource to each other

Learning Experience

The learning experience includes:

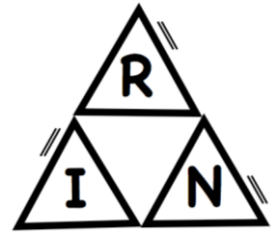
- demonstration and unpacking of skills and techniques
- individual and team/group practice and reflection
- giving and receiving feedback
- coaching and mentoring of individual facilitation in practice (action learning)

Experiential and adult learning principles support the learning and application of tools and techniques by grounding these in actual work projects of participants. This format builds competence and confidence in the continued use of facilitation methods and deepens understanding of the profound role of facilitation in leading change.

At the end of the training each participant will have a statement of attendance, a comprehensive set of course notes, worked examples, and proposals for application and practice of their learnings in real-life situations.

They will also have access to coaching and mentoring from highly experienced facilitators.

Relating, Influencing & Negotiating



What It Covers

Being Ourselves: Authenticity and Choice

- An ecology of difference
- Making up our minds
- Human process and change
- Intention, choice and responsibility

Connection: Influencing with Integrity

- Effective and constructive communication
- Authenticity, acceptance and empathy
- Being open to influence / Influencing others
- Creating and strengthening connection
- Rapport, empathy, perceptual positioning

Understanding: Expanding Possibilities

- Tuning in for understanding
- Deep listening
- Testing for clarity
- Reframing, dovetailing interests, bridging gaps
- Respectful disagreement

Transformation: From Drama to Empowerment

- Escaping the drama triangle
- Transforming conflict
- Dealing with the difficult
- Relationships, Interests and Needs
- Principled negotiation

Resolution: Building Agreement & Respect

- Making agreement easy
- Alternative agreements
- Ingredients of final agreements
- Closing with commitment

Participants are invited to bring with them a case study process (current, forthcoming or past) of which they have detailed knowledge. They may be/have been a leader, a participant or an observer in the selected process.

The case study can be examined in the light of material presented e.g. What difference would this make to how I approach(ed) the process?

The format allows private work on the case study and small group work on a selection of case studies, with a plenary (whole group) session on at least some of these.

Contact

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What Participants Say

About the content and resources:

- ✓ Thanks very much, challenging and thought-provoking, great skills to apply in all aspects of life
- ✓ Admirable to put forward an 'ethical' model of negotiating and influencing – thanks
- ✓ Refreshing, excellently summarising and extending models, skills, practices
- ✓ Made me pause/reflect on past and present practice – opened up new ways of approaching situations
- ✓ Excellent process for me to deconstruct and examine my own processes
- ✓ Brings the unconscious to conscious level so we can make choices
- ✓ Very high benefit – applicable to role and life, great tools, great food for thought
- ✓ Had a day-to-day application style, therefore will be used and is v. helpful
- ✓ To be re-read and reflected upon multiple times over the years – a treasure of condensed resources and links
- ✓ Has given clarity to things I had a vague understanding of previously. This will give me the ability to communicate those ideas more effectively.
- ✓ Resource kit is well presented and very comprehensive
- ✓ Excellent resources, great toys, obviously well researched and skilfully assembled

About the leaders:

- ✓ Very knowledgeable and enthusiastic
- ✓ Good presenters; well structured material clearly explained – they walked the talk
- ✓ Very pleasant and engaging style. Made learning enjoyable
- ✓ Easy going, informed and approachable
- ✓ Excellent presenter – grounded, trustworthy, flexible, respectful, humorous
- ✓ Highly professional – can see the facilitation experience
- ✓ Knowledgeable/fluent/attentive to comments
- ✓ Intelligent, professional - made experience very enjoyable
- ✓ Good mix of energy and humour!
- ✓ Authentic, sensitive, with humour and dedication.
- ✓ Terrific. Very open to feedback – RARE!
- ✓ Excellent preparation, very professional, and flexible
- ✓ Very entertaining and engaging
- ✓ Very precise and enthusiastic – great job
- ✓ Great fun, lateral thinking made it v. enjoyable
- ✓ A fabulous & trusted guide on this complex & very human journey